

System Administration Training



SuccessFactors
UNIVERSITY

Presented by: Lauri Durnin

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About the Session Today

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- We hope to give you a solid introduction to Administration
- You will not be an expert
- You can and should get more help after this session if you have questions:
 - If you are currently in implementation, contact your Professional Services Consultant
 - If you are already implemented, contact your Customer Success or Professional Edition Support

Additional Training

Customer Community

<http://community.successfactors.com>

Training & Resources



SuccessFactors University



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Self-Paced Admin Training

Video Trainings: Administration Topics

Welcome to the Administration Recordings page. On this page you will find training videos that you can use to teach yourself about different aspects of SuccessFactors Performance and Talent Management applications. Each recording is led by a SuccessFactors Professional Services consultant. Follow along and learn as they walk you through the topics below.



Employee Import/Export

Your employees are the center of your system. This module guides you through the ins and outs of employee data loading and extraction. SuccessFactors data requirements are covered as well as system nuances and password imports.



Manage Users

Systems are generally designed new position: the Manage Users

Ongoing Resources



ONGOING RESOURCES

Once you've implemented SuccessFactors, these resources will help you continue to be successful. Learn how to do updates to user information and forms, plus get refreshers or training on administrator tools.



Tips Classes provide a fast, easy way to refresh knowledge.

Updating User Information and Forms



Manage User Data

Choose user information and forms



Employee Import/Export

Load and extract employee data

Other Resources



Getting Familiar with Dashboards and Reports (2.5MB)



Compensation Administrators

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Agenda

- We plan to cover
 - Key roles and responsibilities of the System Administrator
 - Initial set-up
 - Introduction to the Admin Tools tab
 - Core functions
 - Resources

Audience

- Professional Edition
 - Success at Your Pace
- Success Practices
- Enterprise
- Admin Self-Service
- New Users
- Experienced Users
- Full Administrators
- Backup Administrators

Key Roles and Responsibilities of

- System owner/advocate
 - Serve as the primary contact to your user base and to SuccessFactors
 - Stay current with, and evaluate use of, all updates to the system's functionality
- System administration
 - Manage user information (data imports, passwords)
 - Manage user permissions and privileges
 - Manage all content: forms, competencies and roles
- User support
 - Provide implementation support to HR reps/managers
 - Provide training on new functionality
 - Provide reporting assistance to users (HR, management)
 - Provide coaching/troubleshooting assistance to managers and employees

Introduction to the Admin Tools Tab

- Manage Users
- Manage Security
- Form Template Administration
- Managing Documents
- Managing Competencies and Skills
- System Properties
- Dashboards/Reports
 - Covered separately in Reports and Analytics

On-Line Administration Resources

Admin Tools

Please click one of the links below to go to an Admin Tools activity.

[Go To Customer Community](#)
[Admin Resources](#)
[Feedback Builder](#)

Admin Tools

Search Resources

Welcome to Admin Resources Page

Welcome

SuccessFactors Resources

New Admin Primer

General Reference

Tips & Troubleshooting

Dashboard & Reports Setup

Goal Management

360 Management

Welcome to Admin Resources

Did You Know...

SuccessFactors provides three ready to use standard Dashboards. But if you don't want to use them, you can create your own custom Dashboards to suit your business needs. Dashboards show high-level summary information in graphical charts and graphs about a single performance process, such as performance ratings or goals.

- How do you create a Custom Dashboard?

Welcome

Welcome to the Admin Resources Page

Welcome to SuccessFactors! The Admin Resources Page is dedicated to supporting your unique SuccessFactors Administrator role, providing you with the most current and complete information you want as an Admin. You'll find expanded coverage on many of your Admin questions, checklists to help you set up processes, and convenient access to our monthly Release Summary.

Want to get started fast? [Take the Welcome Tour now.](#)

Admin Tools Search

Search is consistent where applicable:

Find: All Employees

Filtered by: All Divisions
All Departments
Locations

With: First Name
Last Name
Username
Job Code

Using: Starts With or
Exact Match

Users: ACTIVE or
ALL (Default is ACTIVE)

Find:

Filtered by:

With: and
 and
 and

Using:

Active Users Only: ☒

Managing Permissions (Manage Security)

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Manage Security

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Most Commonly Use:

- Default User Permissions
- Administrative Privileges
- Proxy Management

Managing Permissions - Key Permissions

- Default user permissions - everyone who is loaded in database is allowed to do what? (e.g. performance notes)
- Default user group assignment - who has permission to log in?
- Admin privileges - who is allowed to perform some or all administrative functions for the company?
- Proxy Management - assigning the permissions of one user (a manager) to another (a team lead) thereby allowing the other to act on their behalf (example: when the manager is on vacation)

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SuccessFactors: People Performance - Key Permissions

Managing Permissions - Administrative Privileges

- **Manage Security**
 - Default User Permissions
 - Default User Group Assignment
 - Administrative Privileges**
 - Admin Reporting Privileges
 - Default Reporting Privileges
 - Dashboard / Live View / Spotlight View Permission
 - Manager Dashboard Permission
 - Permission to Create Forms
 - Permission to Create Notes
 - Mass Create Group Permission
 - Personalized Request Permission
 - Organizational Chart
 - Success
 - Success
 - Proxy

Search for the individual or group to be given admin rights, then select the areas of administration to allow by checking the boxes associated with the rights you'd like to give.

To give rights to a sub category of administration, expand the group by clicking the plus sign

Managing Administrative Privilege

Use this page to grant and remove administrative privilege of system users.

- Manage administrative security through individual users
- Manage administrative security through groups of users

Find:

Filtered by:

With: and and and

Using:

	Username	First Name	Last Name	Division	Department	Location	Job Code	Permission
<input type="checkbox"/>	Grant	Carla	Grant	ACP-Software	ACP-Software	ACP-Software	ACP-Software	<input type="checkbox"/> Manage Users <input type="checkbox"/> Manage Security <input checked="" type="checkbox"/> Admin <input type="checkbox"/> Manage Administrative <input type="checkbox"/> Managing Competencies and Skills <input type="checkbox"/> Managing Question Library <input type="checkbox"/> System Properties <input type="checkbox"/> Competency Administration

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SuccessFactors: People Performance - Key Permissions

Managing Permissions - Proxy Management

• Manage Security

- [Default User Permissions](#)
- [Default User Group Assignment](#)
- [Administrative Privileges](#)
- [Human Resources Privileges](#)
- [Detailed Reporting Privileges](#)
- [Dashboard / List view / Spotlight view Permission](#)
- [Manage Dashboard Permission](#)
- [Permission to Create Matrix](#)
- [Permission to Create Notes](#)
- [Mass Create Group Permission](#)
- [Broadcast/Recall Permission](#)
- [Organization Report Permission](#)
- [Succession Management and Matrix Report Permissions](#)
- [Proxy Management](#)

For creating Proxy assignments on behalf of a user

For finding who the Proxy is for a user

For allowing all users to lookup who the Proxy is for a user

Proxy Management

Use this page to make new proxy assignments, look up existing proxy relationships or change the proxy settings for the company.

Make Assignments

Who will act as the proxy(username): [Find User...](#)
What account holder will the proxy act on behalf of (username): [Find User...](#)
☐ Grant access to private data
[Save](#)

Look up Existing Assignments

Find the proxy for an account holder.
Account holder (username): [Find User...](#) [Search for Proxy...](#)
Proxy:

Find the account holder(s) assigned to this proxy.
Proxy(username): [Find User...](#) [Search for Account Holders...](#)
Account holder(s):

Change the proxy settings for the company

☐ Always enable proxy lookup.
[Save Proxy Settings...](#)

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Proxy Information

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Managing Forms -
pre work, create, support
(Form Template Administration)

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Form Template Administration

Most Commonly Use:

- Form Templates
- Mass Create Form Instances

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Managing Forms

- ▼ **Form Template Administration**
 - Form Templates**
 - [Routing Rules](#)
 - [Routing Rules](#)
 - [Mass Create Form Instances](#)
 - [Set Corporate Goals](#)
 - [Schedule Mass Form Creation](#)

Admin Tools

[Back to Admin Tools](#)

[Go To Customer Community](#) [Admin Resources](#) [Handout Builder](#)

Managing Form Templates

Use this page to manage existing form templates.

[Up To All Forms](#)

2008 Annual Review

Template Name:

[Download Form Template](#)

Template Type:

2008 Annual Review

Last Modified:

PM Review

Routing Map:

2008-07-08 13:26:36.0

Default Dates for Form Creation:

HRSPMap

☐ Default Due Date (in days):

☒ Specify Start/End/Due Dates (please enter all 3 dates):

Default Start Date:

01/01/2008

Default End Date:

12/31/2008

Default Due Date:

01/30/2009

Mass Create Form Instance

- Form Template Administration
 - Form Template
 - Rating Maps
 - Rating Scales
 - Mass Create Form Instance**
 - Set Corporate Goals
 - Schedule Mass Form Creation

- 1 Choose form.
- 2 Find/Select who is sent the forms.
- 3 Create Documents

Mass Create Form Instance

Use this page to create documents for selected individuals or groups of users.

- Mass Create Form Instance for Selected Individual Users
- Mass Create Form Instance for Selected Groups of Users

1 Form: Choose a Form Template

Start Date: MM/DD/YYYY

End Date: MM/DD/YYYY

Due Date: MM/DD/YYYY

Performance Profile: ☐ Use most current version available
☐ Use most current version as of MM/DD/YYYY

Create En Route Copy: ☐

No Email Notifications: ☐

2 Find: All Employees

Filtered by: All Divisions
All Departments
All Locations

With: First Name and
Last Name and
Username and
Job Code

Using: Starts With

3

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Managing Competencies & Skills

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Managing Competencies and Skills

Most Commonly Use:

- Competency Libraries
- Families and Roles
- Legal Scan Library

Competency Element Hierarchies

Competency Libraries - where competencies are managed & sourced (for hard-coding, added by users to forms)

- Libraries
 - Library Categories
 - Competency Name
 - Description
 - Behaviors
 - Teasers (Writing Assistant - first, second & third person)
 - » Tuning text (more or less positive text (0,1,2))
 - » Coaching Advisor

Families and Roles - where competencies are used/organized by classification scheme (divisional, job family, job, specialization)

- Families
 - Roles
 - Competencies mapped to roles
 - Expected Ratings
 - Weightings
 - Job codes mapped to roles (to allow for auto-population or role competencies to the competency section of form)

Managing Documents

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Managing Documents

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Most Commonly Use:

- Delete Documents
- Restore Deleted Documents
- Route Documents

Managing Documents - Delete Documents

- Managing Documents
 - [Modify Document Route Map](#)
 - [Delete Document](#)
 - [Restore Deleted Documents](#)
 - [Approve Document](#)
 - [Sign Document](#)
 - [Route Document](#)
 - [Route Signature Stage Document](#)
 - [Route Completed Documents](#)
 - [Complete/Decline](#)

Documents can be deleted by number or by searching the folders of users and selecting the form to be deleted.

Document IDs can be found by clicking on the "i" icon next to a form name

Delete Document By ID

Document ID:

Delete Document
Search the document in the user's folder and delete the document.
Inbox for Employee Username: cgrant

Document Count: 10 Tue Feb 05 10:26:40 EST 2008

Title	Originator	Subject	Status
<input type="checkbox"/> 360 Degree / Multi-Rater Review for Vik Stokes	vstokes (Vik Stokes)	vstokes (Vik Stokes)	360 Evaluation Stage
<input type="checkbox"/> Compensation Plan for Carla Grant (cgrant)	admin (Admin User)	cgrant (Carla Grant)	Modify Stage
<input type="checkbox"/> Job Requisition - Staff Additions for Compensation Analyst	cgrant (Carla Grant)	cgrant (Carla Grant)	Modify Stage
<input type="checkbox"/> Job Requisition - Staff Replacements for Department President, Services	ugrant (Carla Grant)	ugrant (Carla Grant)	Modify Stage
<input type="checkbox"/> Job Requisition - Staff Replacements for Director, Sales	cgrant (Carla Grant)	cgrant (Carla Grant)	Modify Stage
<input type="checkbox"/> Performance Plan and Review for Wilma Swann	cgrant (Carla Grant)	wsnwn (Wilma Swann)	Modify Stage
<input type="checkbox"/> Performance Plan for Marcus Q. Hoff	cgrant (Carla Grant)	mhoff (Marcus Q. Hoff)	Modify Stage
<input type="checkbox"/> Performance Plan for Sid Mormony	cgrant (Carla Grant)	smormony (Sid Mormony)	Modify Stage
<input type="checkbox"/> Succession Nomination for Director, Sales	cgrant (Carla Grant)		Modify Stage
<input type="checkbox"/> Talent Review for Marcus Q. Hoff	ugrant (Carla Grant)	mihoff (Marcus Q. Hoff)	Modify Stage

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Managing Documents - Restore Deleted Documents

- Managing Documents
 - [Modify Document Route Map](#)
 - [Delete Document](#)
 - [Restore Deleted Documents](#)
 - [Approve Document](#)
 - [Sign Document](#)
 - [Route Document](#)
 - [Route Signature Stage Document](#)
 - [Route Completed Documents](#)
 - [Complete/Decline](#)

Deleted Documents can be restored if you know the Document ID. Documents IDs can be found by performing a Detailed Doc Search or...

Document IDs can be found by clicking on the "i" icon next to a form name

Admin Tools

[Back to Admin Tools](#)

Restore Deleted Documents

Document ID:

Windows Internet Explorer

Are you sure you want to restore the document:
Nlythe Cather for Monitor Performance - Healthcare for Nlythe Cather?

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Managing Documents - Route Documents

- Managing Documents
 - Modify Document Route Map
 - Delete Document(s)
 - Restore Deleted Document(s)
 - Approve Document
 - Route Document**
 - Route Document(s) Back
 - Route Completed Document(s)
 - Complete/Decline Skill document

Documents can be routed forward or backward in the workflow by looking up the document by it's ID and selecting the step to route. Then, you "Route to Selected Step"

Route Document

Use this page to route the document to a different step in the routing map. You can find the document first by the document id.

Document Id:

2008 Performance Plan for Janice Jones

Routing Map (Modify Stage)

Modify Stage:

Type	Description	Status	Person
CI - IM	Planning	current	Janice Jones Joseph Tong
CI - IM - E	Mid Year Assessment	new	Joseph Tong Janice Jones
I - IM - E	Year-End Assessment	new	Joseph Tong Janice Jones

Signing Stage

Type	Description	Status	Person
E	Employee Signs	new	Janice Jones
IM	Manager Signs	new	Joseph Tong

Complete folder

Find Document **Route to Selected Step**

System Properties

System Properties

Most Commonly Use:

- Password Policy Settings
- OUTLOOK INTEGRATION!
- Email Notification Settings

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SuccessFactors Succession Management - Your SuccessFactors Succession Management system only

Password Policy Settings

- System Properties
 - [Company Process](#)
 - [Data Provider Consent Statement Settings](#)
 - [Email Notification Message Settings](#)
 - [Password Policy Settings](#)**
 - [Performance and Load Settings](#)
 - [E-Mail Notification Templates Settings](#)
 - [Process Guide Setting](#)
 - [Role Link Settings](#)
 - [Text Replacement](#)
 - [Quick Link Setting](#)
 - [Matrix Grid Rating Scales](#)
 - [Company Dictionary](#)
 - [Change Login Configuration](#)

These password setting appear beneath the password change area under options for your system users

Password Policy Settings

Use this page to set the Password Policy.

Minimum Length	<input type="text" value="2"/>
Maximum Length	<input type="text" value="18"/>
Maximum Password Age (in days)	<input type="text" value="1"/>
Maximum Passwords from expiring (not recommended)	<input type="text" value="0"/>
Maximum Successive Failed Login Attempts	<input type="text" value="0"/>
Set to 0 will disable this option. The system will lock a user account if successive failed login attempts exceeds what the policy allows within a 1 minute period.	
Case Sensitive (recommended)	<input checked="" type="checkbox"/>
Changing this option will force all users to change their passwords	
Mixed Case required	<input type="checkbox"/>
Will be ignored if Case Sensitive is not checked	
Non-alpha characters required	<input type="checkbox"/>
Enforce Password Encryption	<input type="checkbox"/>
Turning this option OFF from ON will force all users to change their passwords. Turning this option ON will disable the Forgot Your Password feature for password retrieval through email.	
Retrieve Password by providing Email Address	<input checked="" type="checkbox"/>
Users will be able to enter their email address to retrieve their password if this option is checked.	
Forgot Password feature will generate new Password for user	<input type="checkbox"/>
User's password will get reset by the system. The new generated password will send to user through email when the user use the Forgot Password feature.	
<input type="button" value="Set Password Policy"/> <input type="button" value="Reset"/>	

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Turning On Outlook Integration

System Properties

[Company Process](#)
[Data Privacy Consent Statement Settings](#)
[Bulletin Board Message Settings](#)
[Passport Policy Settings](#)
[Company System and User Settings](#)
[Email Notifications Template Settings](#)
[Process Guide Setting](#)
[Help Link Settings](#)
[Lead Replenishment](#)
[Quick Link Settings](#)
[Matrix Grid Rating Scale](#)
[Company Dictionary](#)
[Change Engine Configuration](#)








Outlook Integration allows users to add goals and appraisal forms to their Outlook calendar.

Company System Setting

Use this page to change the system setting for the company

☒ Outlook Calendar Integration

Displaying 1-7 of 7 Goals

Financial			
Goal	Weight	Status	Action
<input type="checkbox"/> Increase Services Revenue per Account	20.0%	On Track	   
<input type="checkbox"/> Increase L&S budget by 10% by the end of FY2007	10.0%	Completed	  

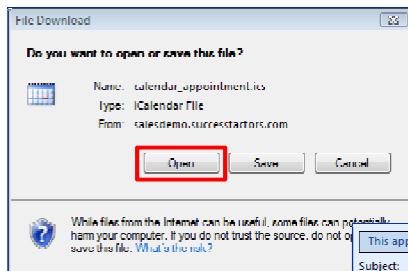
When Outlook Integration is enabled, a new icon appears in the Actions column next to each Goal

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Turning On Outlook Integration



When the Outlook Icon is selected, the iCalendar File Window opens. The user should then open the file and edit the information in the calendar item as necessary.

The Start and End Dates will default to the Due date of the Goal

This appointment occurs in the past.


Subject: Increase Services Revenue per Account

Location:

Start time: Mon 12/31/2007 8:00 AM ☐ All day event

End time: Mon 12/31/2007 8:30 AM

Increase Services Revenue per Account

In Shared Folder:  Calendar

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Managing Communications - Common Email Notifications

System Properties

- [Company Process](#)
- [Data Privacy Consent Statement Settings](#)
- [Bulletin Board Message Setting](#)
- [Password Policy Settings](#)
- [Company System and User Settings](#)
- [E-Mail Notification Template Settings](#)**
- [Process Guide Settings](#)
- [Help Link Settings](#)
- [Text Replacement](#)
- [Quick Link Settings](#)
- [Matrix Grid Rating Scale](#)
- [Company Dictionary](#)
- [Change Online Content](#)

E-Mail Notification Templates

Use this page to edit notification templates.
Use checkboxes to turn email notifications on/off. Email notifications with a check next to them will be sent to users when the related actions occur.

☐ Disabled User Notification

☐ Document Creation Notification

☐ Document Review Notification

☐ Document Reject Notification

☐ Document Completed Notification

☐ Document Forward Notification

☐ Document Routing Skip Notification

☐ Document Routing Step Exit Notification

☐ Document Approval Notification

☐ Document Evaluation Notification

☐ Document Recall Notification

☐ Document Complete Notification

☐ Document Rejection Notification

☐ Document Calculation Completion Notification

☒ Goal Creation Notification

☐ Goal Delete Notification

☐ Goal Modification Notification (Legacy)

☐ User Import Notification

☐ Mass Create Form Instance Notification

☐ Mass Create Compensation Notification

☐ Group Import Notification

☐ Auto Public Import Notification

☐ Local Import Notification

Goal Creation Notification

Goal Creation Notification will be sent to a user when a goal was created for him/her.

To Customize email Template Alerts:

- Pick the locale for the alert.
- Modify the **Subject** and **Body** to meet your needs.
- Click "High Priority" (or select it appropriate).
- Click save changes.

Set Email Priority ☐ High Priority

Email Subject: Objective Creation Notice from PerformanceManager

English (US)

Specify Different Template for Each Form ☐

Email Body:

Customizing ULTRA

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Welcome Portlet

View by Date

To-Dos

In-Jin Admin

Performance

Planning	Feb 1, 2008
Mid-Year Assessment	Jul 1, 2008
Year-End Assessment	Nov 1, 2008
Employee Signs	Nov 15, 2008

Objective Management

Goal Setting Done Aug 29, 2008

Succession Management

Update My Profile Done

Review Succession Management

Review Succession Plans

Welcome

Welcome to the SuccessFactors performance appraisal process.
Please update your goals by July 15, 2008!

Directory Search

Go

My Goals

Enter rich text, hyperlinks, images, and additional information in the welcome portlet edit window to be displayed on the home page.

Change Language English (US)

Welcome to the SuccessFactors performance appraisal process.
Please update your goals by July 15, 2008!

Done Cancel

To-Do List

- To-Do list items come from 2 sources: forms routed to the user, and supplemental to-do items added by the administrator.

View by Date

To-Dos

To Do Admin

Performance

Planning	Feb 1, 2008
Mid-Year Assessment	Jul 1, 2008
Year-End Assessment	Nov 1, 2008
Employee Signs	Nov 15, 2008

Objective Management

Goal Setting Done Aug 29, 2008

Succession Management

Update My Profile Done Jul 15, 2008

Review Succession Management

Review Succession Plans Dec 15, 2008

Welcome

Welcome to the SuccessFactors performance appraisal process.
Please update your goals by July 15, 2008!

Directory Search

Go

My Goals

To-Do List

Select To-Do Admin to access the Admin Templates

To-Do List

You may create a new template or edit an existing template.

When managing templates, the category column indicates the module, the To-Do Item is the name of the task to be performed, and the due date.

The categories may be edited to suit your preferences.

Category	To-Do Item	Due Date
Performance	Performance Review Process	07/31/2009
Objective Management	Goal Setting	08/29/2008
Merit	Review	07/31/2009
Succession Management	Update My Profile	07/15/2008
Review Succession Management	Review Succession Plans	12/15/2008

To-Do List

View by Date **To-Dos** **To-Do Admin**

▼ Performance	
Planning	Feb 1, 2008
Mid-Year Assessment	Jul 1, 2008
Year-End Assessment	Nov 1, 2008
Employee Signs	Nov 15, 2008
▼ Objective Management	
Goal Setting <input type="button" value="Done"/>	Aug 29, 2008
▼ Succession Management	
Update My Profile <input type="button" value="Done"/>	Jul 15, 2008
▼ Review Succession Management	
Review Succession Plans	Dec 15, 2008

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Company Info - Resources

Home **Goals** **Performance** **Compensation** **Development** **Succession** **Recruiting** **Company Info**

Resources **Directory** **Org Chart**


Company Resources

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Company Resources

Change Language: **English (US)**



For training please click here: www.successfactors.com

Enter rich text, hyperlinks, images, and additional information in the welcome portlet edit window to be displayed on the Resources Page

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Additional Information for Reference

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Functions handled exclusively by SuccessFactors

If you require any assistance with the following activities, please contact our support desk via the Customer Portal or 1-800-846-6503

- Post-implementation form template revisions (appraisals)
- New form template development
- System configurations not supported in the Admin Tools tab
- Goal plan configurations

Recommendations for Customer Success Team and/or Consulting Assistance

While care should always be taken in Admin Tools, there are some areas where you need to be very sure of what you are doing.

Area	Change	Call for Assistance
Route Maps (Form Templates)	Text ✖ Comments ✖ Mouseovers ✖ Dates	✖ Order ✖ Steps ✖ Step IDs
Rating Scales (Form Templates)	Text	✖ Rate Numbers ✖ Order ✖ Number of Ratings
Competencies (Competencies)	Text	✖ Hard Coded Competencies ✖ Family and Role Updates

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Additional Resources

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Resources

- Areas of support moving forward:
 - Administration job aid
 - This PowerPoint presentation
 - On-line help (Admin Tools page)
 - Your Professional Services Consultant
 - The Customer Success Team/PE Support
 - SuccessFactors University - Additional Training Services
 - Classroom Based Training / Web-Based Training
 - Materials Creation
 - E-Learning Tutorials
- SUPPORT:
 - **Customer Community:** <http://community.successfactors.com>
 - **Customer Success :** 1-800-846-6503
 - **Customer Portal:** <http://www.successfactors.com/support/>



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OneVoice



Welcome,

OneVoice is SuccessFactors' brand new Customer Advisory Board program. It was created to make sure all customers can have a voice in product direction and get all the information you need to make smart decisions about how best to use SuccessFactors products within your company. Each SuccessFactors product module has its own OneVoice group, each of which is moderated by one of our product managers. Monthly virtual meetings for each group cover what to expect in the next 90 days with that product, as well as providing a forum for discussing ongoing issues, concerns, and the overall product vision. Join one group. Join five. We want to hear from you. And we want to make sure you know what to expect from the products you've come to rely on - now and into the future.

Upcoming Meetings:

Compensation Management	July 15th, 11am PDT
Employee Profile	July 17th, 8am PDT
Succession Management	July 22nd, 8am PDT
Learning & Development	July 24th, 11am PDT
Analytics & Reporting	July 29th, 8am PDT
Performance Management	August 7th, 11am PDT

<http://community.successfactors.com/onevoice>



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Questions?

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Thank you!



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